



CITY OF SUPERIOR, WISCONSIN

Services for Network Operations Center (NOC) RFQ #24-42-IT

Technical and Price Proposal

SUBMITTED ON: October 29, 2024

Submitted to:

Contract Analyst
1316 North 14th Street,
2nd floor, Superior,
WI 54880

Submitted By:

Mr. Phani C Talluru - COO
BTree Solutions Inc
13800 Coppermine Rd, Suite#399
Herndon, VA 20171
Phone: 703-909-8775
talluru@btreesolutionsinc.com
www.btreesolutionsinc.com

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City of Superior, Wisconsin
Services for Network Operations Center (NOC)
Technical and Price Proposal- RFP# 24-42-IT
DUNS: 078509300
CAGE: 85CD3



Cover Letter

October 29, 2024

Mr. Dan Shea
IT Director,
Contract Analyst,
1316 North 14th Street,
2nd floor, Superior,
WI 54880

Subject: Bid#24-42-IT, Network Operations Center Services, City of Superior, Wisconsin

Dear Mr. Dan and Members of the City Council, Contract Selection Committee,

BTree Solutions Inc. is a VA-based, minority, and women-owned, 8(a) certified small business that has been operating since 2012. We are pleased to submit this letter to express our sincere interest in supporting Network Operations Center Services, as envisioned by the City of Superior, Wisconsin, in its strategic IT roadmap. With a proven track record of helping clients benefit significantly from their technology investments, BTree Solutions is ideally positioned to meet the City's diverse and dynamic IT needs.

About BTree Solutions Inc.

BTree Solutions designs, builds, and manages intelligent, flexible, and secure information technology environments. Our comprehensive approach integrates systems, software, services, and solutions to deliver tailored IT strategies that drive business success. Our consultants bring extensive functional and industry-specific experience, uniquely positioning us to serve complex environments and implementation needs effectively.

Our Capability to Meet City of Superior, Primary Network Operations Center Requirements

BTree Solutions is uniquely positioned to meet the City of Superior's requirements as the Primary Network Operations Center (NOC) for ConnectSuperior. Our expertise in managing complex network environments and commitment to providing continuous, 24/7/365 support ensures the seamless operation of Subscriber Access infrastructure, including optical line terminals (OLTs), optical network terminals (ONTs), and Nokia Altiplano Access Controller.



We offer robust Event and Incident Management capabilities, starting with proactive monitoring of all network components to detect anomalies and generate alerts when any aspect of the infrastructure exceeds manufacturer-recommended operational thresholds.

Our NOC will handle *first-tier incident response, which includes creating, assigning, and tracking incident tickets*, ensuring that issues are promptly addressed and escalated as necessary. BTree Solutions provides a highly granular and targeted approach to communication, offering real-time online updates on incident status, outages, and other service impacts to ConnectSuperior staff, authorized ISPs, and affected users. This transparency is further supported by daily incident reports, published through an accessible operational dashboard, and regular summaries of incident management activities, helping ConnectSuperior maintain operational oversight.

Why BTree Solution's Network Operations Center?

- Real-time network and infrastructure monitoring and cybersecurity reports
- 24/7 Staffing model
- Certified and Trained Specialists
- Center of Excellence to monitor data center, servers, applications, network devices, IoT Systems and Storage solutions
- ITIL Incident Management

Our 24/7 operations teams, comprised of certified experts, bring proficiency in Oracle® Cloud, AWS®, Azure®, Microsoft, Red Hat, Cisco, Palo Alto, Sonicwall and more.

Additionally, BTree Solutions will develop and manage detailed incident response playbooks, handling central incident communications precisely and participating in root cause analysis (RCA) to identify and implement post-incident process improvements.

Our expertise in managing complex service environments enables us to support ConnectSuperior's growth, with planned expansion to 12,000 endpoints, by ensuring the network remains reliable and scalable. With our comprehensive approach to NOC services, we will provide rapid incident resolution and foster continuous service improvements, delivering high operational efficiency and reliability for the City of Superior.

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Thank you for considering BTree Solutions Inc. as a prospective NOC service Consultant. Should you have any questions or require further information, please do not hesitate to contact me at **571-758-8754** and/or at rakesh@btreesolutionsinc.com

Warm regards,

A handwritten signature in black ink, appearing to read "Rakesh Jajula".

Rakesh Jajula
Director of Business Development
BTree Solutions Inc.



U.S. Small Business
Administration
8(a) Certified



CMMI
APPRAISED DEV | SVC





4. Statement of Qualifications Requirements

4.1 Company Profile and Corporate Core Capabilities

- **Name of the Company:** BTree Solutions Inc.
- **Address:** 13800 Coppermine Rd, Suite#399, Herndon, VA 20171
- **Size:** Small Business Corporation
- **Technical Capabilities:**

CORE CAPABILITIES

Cloud Computing (AWS/Azure/GCP)

- Multi-Cloud Engineering
- Cloud Transformation
- Cloud Security
- Microservices & APIs
- Disaster Recovery & Business Continuity

Big Data and Analytics

- Modern Data Platforms
- Data Engineering
- Business Intelligence (BI)
- Advanced Analytics
- Data Governance & Security

Cyber Security

- Security Engineering
- Architecture & Operations
- Zero Trust Implementation
- Vulnerability Assessment
- Penetration Testing
- Digital Network Intelligence
- Risk Mitigation & Predictive Analytics
- ATO (Authority to Operate) Support

Network Ops Centre

- Virtualization (Server / Storage / Desktop / Applications)
- Backup & Disaster Recovery
- Administration and Monitoring
- Service Level Management (ITSM / ITIL)

Artificial Intelligence (AI)

- Robotic Process Automation (RPA)
- Machine Learning / MLOps
- Deep Learning
- Edge AI
- Natural Language Processing (NLP)

Agile PMO

- Advisory & Strategy
- Project Management
- PMO Support
- Agile Coaching
- Business Analysis

IT Support

- Application Support
- Help Desk
- Ticketing

ABOUT US

- Founded in 2012 and headquartered in Herndon, Virginia.
- Women-Owned, Small Business, SBA 8(a).
- Certifications: CMMI SVC/DEV:3 and ISO 9001, 2000Q, 27001
- DUNS: 078509300
- CAGE: 85CD3

OUR COMPETITIVE EDGE

Engagement	Drivers	Progress	Quality
Onsite	Business Transformation	Development	Dashboard & Reporting
Offshore	IT Strategy	Implementation	Process Quality Assurance
Hybrid	Sales and Storage	Upgrades	Metrics & SLA
Shared	QA & RCM	Migrations	Benchmarking

1

Data Specialists

- Data Analysts
- BI/Analytics
- Quality Assurance

2

Architects

- Enterprise Technical Solution

3

Administrators

- Application Mgmt.
- Monitoring
- Audit and Health Check

4

System Integrators

- Developers
- UI/UX Designers

5

SME

- Product Specialists
- Domain Experts

WHAT SETS US APART

Our dedicated teams, performance-driven processes, seamless integration solutions, and strategic blend of business and technology expertise set us apart as a true center of excellence.

- Certified Technical Expertise
- Certified Business Professionals
- Specialists in Multi-Cloud Solutions
- Reliable, Innovative, and Tailored Services
- Our Approach: Listen. Innovate. Deliver.

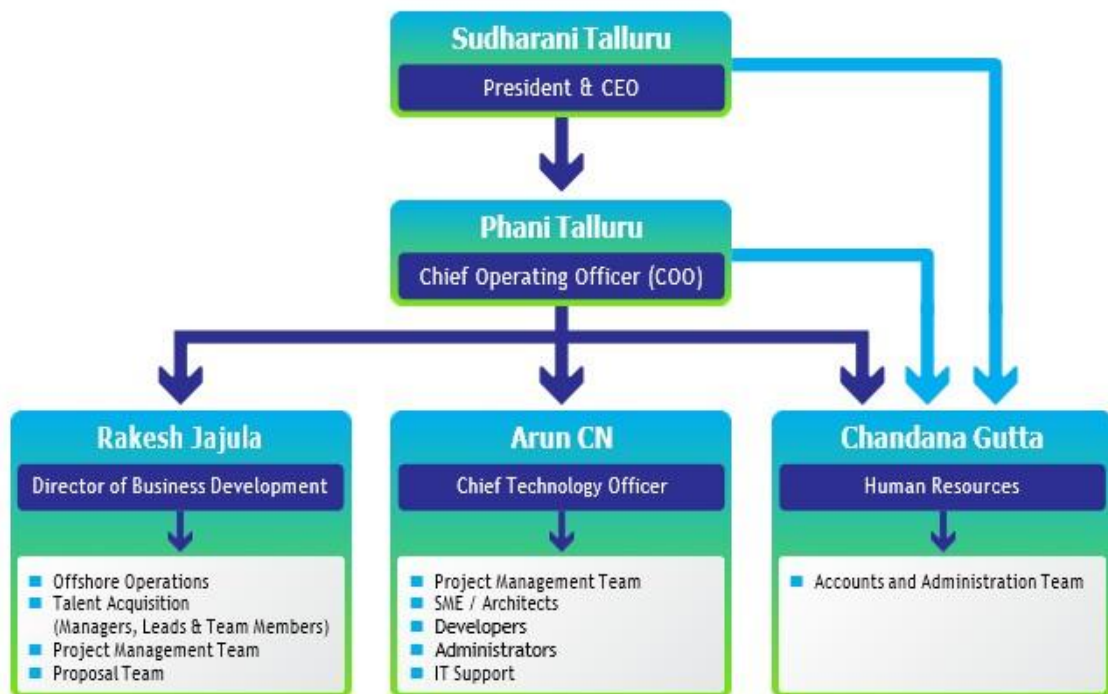
FEATURED CLIENTS

INDUSTRY PARTNERS

4.2 Organization Chart



Organization Chart (Hawk View)





Key Project Personnel

Name: Arun Kumar C N Title: Project Technical Head	
Summary	
<p>A highly accomplished and results-driven executive with over 20 years of expertise in strategic selling, business consulting, client engagement, and enterprise implementations. Proven leadership in organizational change management, global business operations, strategic planning, P&L management, and technical management.</p> <p>With a focus on SaaS product implementations, cloud operations, and enterprise analytics, I bring 15+ years of experience in professional services. I excel in managing revenue targets, ensuring customer satisfaction, delivering high-quality outcomes, and driving profitability. A champion of the Global Delivery Model, I have implemented software-centric ‘follow-the-sun’ strategies to scale organizational capabilities, ensuring seamless execution across global teams.</p> <p>My track record includes successfully developing and managing high-performance teams, fostering a culture of excellence, and driving the growth of professional services organizations. I possess deep technology management expertise across diverse sectors, including Financial Services, higher education, Insurance, BPO, and Telecom. I have experience executing complex enterprise deployments (CRM, ERP, HCM), SaaS migrations, and large-scale integrations.</p> <p>As a strategic leader, I have architected subscription revenue packages and led enterprise-level data conversions, integrations, and program/project management initiatives. Known for my motivational leadership and people management skills, I have built and nurtured global delivery teams, instilled a culture of continuous improvement, and driven successful change management efforts.</p> <p>My technical leadership spans enterprise data migrations, integrations, DevOps, software configuration, and end-to-end implementations, ensuring operational efficiency and scalability for organizations undergoing digital transformation.</p>	
Education	
<p>Bachelor of Engineering in Computer Science October 2022 Kuvempu university, India Management development Mary 2012 Florida Atlantic University, FL, USA</p>	
Experience	
Senior Director	03/2022 – 03/2023
Blue Yonder Group, Inc.	
<p>Responsible for developing and executing a SaaS transformation, creating customer success plans, and creating a marketplace for the leading global supply chain SaaS provider. This includes being responsible for growing existing ARR of \$500M/year by an additional \$150M/year within five years while increasing customer satisfaction through the development/launch of new recurring services.</p> <ul style="list-style-type: none"> • Setup of new business and team - Lead, create, organize, direct, and manage the Professional Services – Technical Offerings organization with responsibility for revenue targets, customer satisfaction, delivery quality, profitability, and time-to-value; Establishing and Managing Journey to Cloud (J2C) • Add-on Services Market Place Strategy – Responsible for Creating new marketplace strategy, subscription financial model, Team to build product extensions, Integration packages, Data Science Packages, etc. • Customer Success Plans – Developing new Customer success plans and post-go-live engagement model and strategy by interacting with internal stakeholders and partnering with customers 	



**Senior Director
Anthology Inc.**

11/2020 – 02/2022

- Leader of Technical Services – Reorganized and aligned a high-performing technology team for enterprise solution implementation, integrations, and technical deployments, developed subscription package solutions and recurring revenue models with Improved Customer Experience
- Developing Budget, Resource/Staff Plan, Schedules, Risks/Mitigation plans, Investment area, and revenue-generating Initiatives
- Overseeing project portfolio to ensure on-time, on-budget, and quality project delivery
- Creating, Establishing, and Managing customer-centric and result-driven goals
- Establishing and Managing 3600 feedback process, Customer referentiality and Net promoter Score goals
- Created Subscription and Recurring Revenue Packages, Market Place Initiatives, and Automation on repetitive/reoccurring events/tasks
- Mentoring and Coaching managers and critical team stakeholders to find and develop great talent while actively holding a high bar on performance and accountability
- Establishing Skill assessment matrix and assisting with training/certifications for Employee growth and career path
- Establishing Strategic plans, Global Delivery, and Technology Support Services—Improving quality, speed of delivery, and margins.

**Director
Anthology Inc.**

11/2017 – 08/2020

- Leader of Technical Services, CRM, and Global Delivery Center and responsible for the overall leadership of the implementation team globally.
- Led client implementation service delivery, providing management and oversight of implementation projects and staffing, including project assignments, capacity planning, and project profitability
- Oversee and execute process improvements and the development of policies, procedures, methods, and tools in support of delivery
- Responsibilities include supporting pre-sales processes and working with sales and account management professionals to win new business; implementing business; proposal review and refinement
- Establish strategic plans along with other business leaders and maintain strong relationships with solutions delivery, the sales team, client and account managers, and other business leaders in support of cross-product businesses
- Serve as a core member of the Management Team. In this capacity, provides management with regular project updates
- Serves as a critical advisor to the team as an Implementation leader and helps to set the direction for the implementation and professional services team, emphasizing how and what we implement. Maintains reporting on capacity, amount of implementation work,



and future outlook to advise strategic direction setting.	
Service Delivery Manager Anthology Inc.	01/2011 – 11/2017
<ul style="list-style-type: none"> • Accountable for managing service delivery and managing technical teams, Infrastructure teams, and Global Delivery team • Created Global Delivery framework, process, and project execution methodologies • Coordinate and ensure timely project progress/milestones - Creating and Supporting new business opportunities • Managed multiple and complex projects simultaneously • Prepare and maintain detailed, up-to-date project plans, set deadlines, assign responsibilities, run Customer Steering Committee meetings, and monitor and summarize the progress of the project to ensure on-time delivery of deliverables and milestones • Direct interaction/Supervision of Technical Consultants and Analysts • Responsible for coordinating with other departments (sales, marketing, development, and account management) to ensure successful software implementation. • Prepare reports for upper management regarding the project's status, as well as customer-friendly reports and expectations documents. • Maintain and enhance customer relationships through professional demeanor and communications 	
Technology Architect Anthology Inc.	07/2008 – 01/2011
<ul style="list-style-type: none"> • Responsible for CRM Architecture and Solution designs, Data conversion and integration framework designs, • Managing Technical team, Technology Audit, Advanced Analytics, Training, Resource scheduling • Understanding Business requirements and Business process mapping • Solution design and development [architecting the Talisma CRM solutions for higher education vertical] • Onsite – offshore coordination for Customizations • Pre-sales activities (Proposals, Estimates, architectural designs, etc.) • CRM Product Upgrades, Installations and Technical & functional training and Product Demo 	
Senior Technical Specialist Infosys	06/2006 – 07/2008
<ul style="list-style-type: none"> • Global Delivery Model and Engagement • Technical Consulting, Developing enterprise solutions and technology roadmaps • Technology transformation and Auditing • Support and Maintenance projects • Implementation of ERP, CRM, and Contact center solutions for Bank of America - USA (Siebel CRM), British Telecom, UK (Converged Communication Platform for Services), Seibel Sales Implementation with Multi-Channel Integration for Hafslund, Norway, UK, etc. 	
Senior Technical Analyst	01/2003 – 06/2006

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Talisma Corporations are

- CRM and Contact Center Product Implementations for Financial vertical, Insurance, Contact Centers/BPOs, etc.
- Software Quality Assurance and Testing
- Pre-sales activities (Proposals, Estimates, architectural designs, etc.)

Other Experience and Professional Accomplishments

- Technology Leader
- Global Delivery Engagement
- Strategic Planning
- Enterprise Analytics
- SaaS and Enterprise Solution Specialist
- Customer Success (Adoption and Retention)
- Organizational Change Management
- Data Governance



Brief Resume of IT Support Personnel No.1

Name: Evan Alexander White	Proposed Position: IT Support Personnel
Summary of Experience	
<p>I am a results-driven Network Engineer with over 15 years of experience designing, building, and operating large-scale Layer 2/3 networks, utilizing Juniper and Cisco backbone infrastructures. My expertise includes configuring and validating equipment such as Juniper MX/EX/SRX/QFX, Cisco 2k/3k/7k/Nexus, and Arista 4200/7010/7060, working with protocols like VxLAN, VRF, BGP, OSPF, and VPLS, with redundancy provided through HSRP/VRRP. I bring extensive troubleshooting skills, particularly with network hardware and protocols (BGP, ISIS, OSPF, RIPv2), along with 11 years of experience in firewall configuration using Cisco Firepower FTD, ASA, Palo Alto PANORAMA, and Juniper SRX. I regularly upgrade network hardware, including switches, routers, load balancers, and firewalls, and conduct wireless site surveys for solutions such as CiscoWorks, HPE, Aruba, and Meraki. With a solid background in cloud networking, I have experience in Microsoft Azure building dynamic resources, VDI, cloud-based security (WAFs), Azure AD, load balancing, and SD-WAN infrastructures. My strong analytical and decision-making skills support my ability to operate under pressure and adhere to industry best practices for network security.</p>	
Educational Background	
<p>Bachelor of Computer Science GPA 3.6 Fort Lewis College Durango, CO</p>	
Experience	
<p>I am an experienced network engineering professional with a proven track record in modern infrastructure development and management across various roles. Most recently, as a Modern Infrastructure Consultant at Burwood Group in Chicago, I played a key role in rebuilding healthcare infrastructure and enhancing network efficiency through Juniper, Cisco, Fortinet, and Arista equipment. I successfully collaborated with multiple vendors to resolve client issues under tight deadlines and oversaw several SD-WAN deployments. I also mentored junior engineers and utilized AI with Python scripting to improve project workflows.</p> <p>As a Network Architect with KAI Partners in Sacramento, I evaluated client environments and recommended hardware upgrades, facilitating site-to-site connectivity using diverse transport methods. I advanced Azure Cloud capabilities for network migrations and designed next-generation networks addressing growth and security concerns, including migrating firewalls from Meraki to Palo Alto.</p> <p>In my previous role as a Senior Network Engineer at Paxio in San Diego, I architected and expanded a large-scale optical network using NOKIA, Alcatel, and Juniper devices, resolving legacy network issues and enhancing customer connectivity on the Juniper MX backbone.</p> <p>My experience also includes a Network Engineer (Contractor) position at CDW, where I maintained the MS AD network and ensured documentation accuracy, and a Network Engineer role at SDN Global, where I provided remote training on VSAT and satellite technologies while</p>	



provisioning new equipment for clients.

I was a Network Engineer (Contractor) at QTS Technologies, maintaining customer networks and managing documentation. I was a Field Network Engineer at Computer Medics LLC, where I constructed Windows 2003 domains and integrated VMware into existing infrastructures.

At Magna 5 in Irvine, I supported Metro Ethernet services, converting legacy hardware to Juniper equipment while managing SD-WAN deployments. As a Network Engineer (Contractor) at Quantum Rails, my role involved documenting existing networks and enhancing firewall security.

While working at ViaSat in Englewood, I maintained complex ISP networks, contributed to global engineering teams, and managed multi-vendor routing and security operations. Additionally, during my tenure at First Data, I led network refresh initiatives, replaced aging Cisco equipment, and ensured seamless wireless coverage.

Throughout my career, I have consistently demonstrated my ability to innovate, collaborate, and lead projects that enhance network performance and security. With over 15 years of hands-on experience, I possess strong analytical and decision-making skills, making me a dependable and results-driven network engineer.

Certifications and Technical Expertise

- **Cisco CCNA (+ wireless)** certified 2007 - **Current**
- **Cisco CCNP** certified 2010 - 2020 - expired
- **Juniper JNCIA** certified 2018 - 2021 – expired

Network Devices

Juniper: MX/T/EX/SRX/vMX **A10:** AX **NOKIA:** TiMOS **Console Servers:**

ACX, QFX, JunOS **Fortinet:** FortiOS **Motorola:** CMTS/SMTS Digi/Opengear/Custom

Cisco: CatOS/NX9k/vIOS **F5:** BigIP LTM/GTM **pfSense Palo Alto Prisma Access**

ASR, SCE, ASA, WLC, FTD **Palo Alto:** PANos **Gigamon:** GigaVUE **Traffic Generators**

WaaS, Meraki MX/MS/MR **Arista:** EOS, vEOS **Alcatel:** OmniSwitch IXIA and Ostinato

Network Protocols

BGP HSRP/VRRP QoS MC-LAG (MLAG, VPC)

OSPF VPC/Trunking 802.1ad IPSEC and L2TP VPNs

VPLS NAT/PAT BFD WiMAX

Technologies

OS: LINUX, Windows, OSX TCP/IP GSUITE Proxy Servers

SD-WAN, Virtual networks JIRA ticketing MS AZURE / AWS Sec Metro E

Virtual Machines Network Diagramming WIRESHARK NMS systems

Subscriber Management Throughput Testing wireless site survey IPAM

Dark Fiber Proxy Servers Python Scripting Lucid Chart



Brief Resume of IT Support Personnel No.2

Name: Keith A. Perez	Proposed Position: IT Support Personnel
Summary of Experience	
<p>With over 20 years of experience in the Information Technology industry, I bring extensive expertise across Windows operating systems and Office products. I hold certifications in CCNP, CCNA, CCNA Voice, and CCNA Security, demonstrating my proficiency in advanced networking, voice solutions, and network security.</p>	
Educational Background	
<ul style="list-style-type: none"> • Bachelors in Electronics and Communication Engineering, INDIA.2015 • Masters in information security systems, Delaware.2017 	
Technical Skills	
<p>Protocols TCP/IP, OSPF, Rip v1 & 2, EIGRP, BGP IPV6, SIP/VOIP, DNS, DHCP, IPAM, Ethernet, MPLS, MPLS L2vpn, VPLS, VRF, VLANs, VPC, VSS, PoE, SD-WAN, Spanning Tree, L2 Switching, Routing Vendor: Arista EOS, Cisco Catalyst, Nexus 3k, 5k, 9k, ASA/Firepower, Palo Alto, Juniper EX/SRX, Vyatta, Versa SD-WAN, Velo Cloud, F5 (LTM), Bluecoat, Infoblox. Cloud: AWS, Azure, OCI</p>	
Experience	
<p>With over 15 years of experience in network architecture and management, I have successfully led projects in designing, implementing, and optimizing complex network infrastructures across major companies. In my role as a Network Architect at DTN, I managed a team to enhance network operations, focusing on Arista and Palo Alto systems, and led initiatives in network segmentation, security policies, and advanced firewall management. I implemented comprehensive solutions in AWS and Oracle Cloud Infrastructure (OCI), integrating Palo Alto firewalls and F5 LTM/WAF, bolstering security through IPsec VPNs and refining multi-cloud connectivity.</p>	
<p>Previously, as a Senior Network Engineer at Digital River, I spearheaded efforts in designing high-availability network architectures that supported e-commerce operations globally. My responsibilities included streamlining network performance, overseeing ACL configurations, VLAN segmentation, and driving upgrades to increase efficiency and reliability. I collaborated closely with system administration teams to align DNS, DHCP, Active Directory, and virtualization needs with network requirements, ensuring smooth integration across platforms. My achievements here include reducing network latency and downtime, contributing to operational resilience and efficiency.</p>	
<p>At Medtronic, I served as a Network Consultant where I was responsible for auditing and enhancing network security measures across their global network. I developed strategies to strengthen their firewall policies and secure VPN setups, achieving enhanced data protection and regulatory compliance. My contributions included assessing vulnerabilities and recommending scalable, secure solutions to mitigate risks effectively.</p>	
<p>In each role, I have consistently led initiatives to refine infrastructure stability, scalability, and security, driving improvements that align with the latest industry standards and support business goals.</p>	

Brief Resume of IT Support Personnel No.3

Name: Varghese Shaji Kannadickal	Proposed Position: IT Support Personnel
Summary of Experience	
<p>With over a decade of experience in network technologies, I have expertise in designing, implementing, and troubleshooting a wide range of network infrastructures, specializing in advanced switching, routing, and firewall technologies. I have effectively configured and managed Palo Alto PA-7050, PA-5430, and PA-3430 firewalls, applying security policies to safeguard networks from external threats. Additionally, I developed network segmentation strategies using FortiGate firewalls (7081F, 6500F, 4200F), isolating sensitive data and applications to strengthen security and reduce risk.</p> <p>My skill set extends to automation, where I have leveraged Ansible to perform network compliance checks, creating automated scripts that ensure all network devices align with security policies and standards. I maintained detailed network documentation and diagrams in AWS environments to streamline troubleshooting and facilitate future planning. I also have hands-on experience with F5 GTM, LTM, APM, and Viprion devices, enabling me to deploy and manage robust load-balancing solutions. I possess advanced knowledge of TCP/IP and OSI models, and my routing protocol expertise includes EIGRP, OSPF, BGP, and QoS, allowing me to tackle complex routing issues effectively. Through Cisco ISE, I implemented device profiling for dynamic device identification, enabling access policies tailored to device types and postures. My Python scripting experience has supported user access management on network devices, automating user provisioning and de-provisioning processes. My knowledge includes VXLAN deployment, ACI integration with Cisco Nexus 9k switches, and advanced load balancing configurations on F5 BIG-IP LTM.</p>	
Education	
<ul style="list-style-type: none">• Bachelors in Arts and Science• Masters in Business Administration (Finance)	
Experience	
<p>In my recent role as a Senior Network Engineer at JPMorgan Chase, I focused extensively on managing and optimizing network security through advanced firewall systems and automation. I implemented Palo Alto (PA-7080, PA-5280, PA-3260) and Fortinet (FortiGate 4200F, 1000F, 3700F) firewalls, configuring complex rules to streamline security policies and leveraging Panorama for enhanced log monitoring and visibility. Additionally, I deployed Prisma Cloud Compute to automate incident responses, significantly reducing resolution times and mitigating vulnerabilities across over 100 virtual machines and containers.</p> <p>At Wells Fargo, I led Network Access Control (NAC) policy configurations using Aruba ClearPass, Cisco ISE, and FortiNAC to ensure that only authorized devices accessed network resources. My expertise also includes integrating and managing Cisco Catalyst and Nexus switches and Cisco ACI for load balancing, firewall security, and application performance optimization, which were crucial in scaling the network securely.</p> <p>To streamline processes, I leveraged automation tools like Ansible and Python at Bank of America, reducing manual interventions and error rates, and I applied Agile methodologies for project planning and collaboration, using Jira for sprint planning and user story development. My documentation for firewall configurations and operational procedures also helped standardize processes and improve overall network reliability. Through these efforts, I optimized security, scalability, and operational efficiency in complex network environments, contributing to significant improvements in</p>	

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performance and security across data centers and enterprise networks.

Technical Skills and Certificates

Routing	RIPv2, OSPF, EIGRP, IS-IS, BGP, PBR, Route Filtering, Redistribution, Summarization and Static Routing
Switches	Nexus 9k, 5k, 7k, Arista switches, Catalyst switches and Juniper switches.
Firewall	Fortinet (FortiGate) Firewall, Palo Alto, Checkpoint, ASA and Juniper SRX series.
Load Balancers	F5 Networks (Big-IP) LTM, Viprion.
Security Tools	Wireshark, MBSA, MS Visio, Apache, VMWare ESXi 3.5, VMware Server, Encase.
Wireless	Cisco Meraki, Aruba Wireless.
Cloud Services	AWS (VPC, Direct Connect, cloud front, Route53)
	<ul style="list-style-type: none"> • Cisco CCNA (Cisco Certified Network Associate) • Cisco Certified Network Professional (CCNP) • Palo Alto (PCNSE) • Fortinet NSE4- FortiOS 7.2



4.3 Relevant Recent Experiences

Company/ Agency Name	Contact Name	Title/Role of Contact	Email
POST UNIVERSITY	Sanjeev Srinivas	Vice President, Enterprise Solutions Architecture	SSrinivas@Post.edu
IMPEX TECHNOLOGIES (End Customer - Los Angeles County/Department of Health and Human Services)	Rajiv Shah	President	Rshah@impextechnologies.com
STATE OF SOUTH CAROLINA, Department of Social Services	Cynthia Hoyt	Resource Lead	Cynthia.Hoyt@tapfin.com

- POST UNIVERSITY**
Actual Services Offered – Application / Help Desk / Ticketing Support Services
 Period – April 2023 – Till Date
 Customer Size: 2000 Users
- IMPEX TECHNOLOGIES (End Customer - Los Angeles County/Department of Health and Human Services)**
Actual Services Offered – Infrastructure / IT / Admin & Monitoring Support Services
 Period – January 2014 – Till Date
 Customer Size: 1500 – 2000 Users
- STATE OF SOUTH CAROLINA, DEPARTMENT OF SOCIAL SERVICES**
Actual Services Offered – Infrastructure / IT / Admin and Monitoring Support Services
 Period – January 2015 – Till August 2023
 Customer Size: 1500 – 1800 Users

4.4 Technical Capabilities (Reference Section 5)

Service Desk

BTree Solutions appreciates the opportunity to showcase our expertise and understanding of the Network Operations Center (NOC) Service Desk requirements for ConnectSuperior. With a deep specialization in digital transformation, incident management, and robust IT Service Management (ITSM) capabilities, we are well-positioned to deliver a proactive, reliable, and highly responsive service desk solution. Our team's experience includes over two decades of IT support, NOC management, and tailored incident response solutions, making us a highly qualified partner to support ConnectSuperior's IP Core and Subscriber Access environments.

Event and Incident Management

BTree Solutions understands the critical nature of efficient and real-time event and incident management within NOC services. Below, we outline our proposed approach for each of the specified components.

- **Monitoring of Nokia IP Core and Subscriber Access Environment**
 - i. **Real-Time Monitoring and Alerting:** We propose deploying advanced monitoring tools capable of capturing granular data from Nokia IP Core and Subscriber Access environments, including Optical Line Terminals (OLTs) and Optical Network Terminals (ONTs).
 - ii. **Proactive Alerting:** Our monitoring framework will proactively generate alerts when any component surpasses its operational parameters, identifying and resolving potential issues before impacting service.
- **First-Tier Incident Response**
 - i. **Incident Ticket Creation and Assignment:** Leveraging BTree's Incident Management System, we will streamline the creation, categorization, and assignment of tickets based on the type and severity of alerts or notifications generated by ConnectSuperior staff.
 - ii. **End-to-End Tracking:** Our system allows real-time tracking and documentation of each incident from start to resolution, ensuring transparent reporting and traceability.



- **Granular and Targeted Notification of Outages**

- i. **Targeted Notification System:** BTree will implement a targeted notification strategy that identifies affected users and key stakeholders. This will enable us to send specific outage alerts tailored to the impact level and geographic location.
- ii. **Customized Notification Channels:** We can configure multiple notification channels (SMS, email, and dashboard alerts) to provide timely and accurate updates to ConnectSuperior staff and impacted end users.

- **Real-Time Incident Status Dashboard**

- i. **Online Status Portal:** Our service will include a real-time, online status dashboard accessible at *connectsuperior.com/outage-report*. This portal will provide ongoing incident updates with specific views for ConnectSuperior staff and partner ISPs to monitor the progress of resolution.
- ii. **Role-Based Access Control:** We will implement access controls, enabling customized informational views for staff and partner ISPs and ensuring secure and relevant data access.

- **Incident Ticket Closure and Notifications**

- i. **Clear Communication upon Restoration:** Incident tickets will be closed following full-service restoration, with prompt and clear communication delivered to all affected parties.
- ii. **Automated Closure Notifications:** Upon ticket closure, automated notifications will be sent to impacted users, including details on resolution actions taken.

- **Incident Playbook Development and Major Incident Management**

- i. **Comprehensive Incident Playbook:** BTree will develop an incident playbook tailored to ConnectSuperior's service environment, detailing response protocols, escalation paths, and communication procedures for major incidents.
- ii. **Participation in RCA and Process Improvement:** Our team will actively contribute to post-incident root cause analyses (RCAs) and process improvement discussions. BTree will share insights from incident patterns and resolution metrics, helping ConnectSuperior improve incident handling processes and reduce future occurrences.

- **Daily Status Reports on Operational Dashboard**

- i. **Automated Daily Reporting:** We will provide automated daily status reports on incident activities. These reports will include summaries of new incidents, resolved incidents, ongoing issues, and trends, available on the *connectsuperior.com/outage-report* dashboard.
- ii. **Operational Insights:** Our daily reports will provide operational insights and allow ConnectSuperior to track NOC activities effectively, identify recurring issues, and understand incident resolution timelines.

- **Regular Summary of Incident Management Activities**

- i. **Weekly and Monthly Reporting:** BTree will provide ConnectSuperior with comprehensive incident management summaries on a weekly and monthly basis, covering metrics such as incident volume, response time, resolution time, and major incident analysis.
- ii. **Continuous Process Optimization:** We will use these reports as a foundation for continuous service improvements, identifying patterns or bottlenecks and recommending improvements to increase response efficiency.

- **Escalation of Unresolved Issues**

- i. **Established Escalation Pathways:** BTree will establish escalation procedures, routing unresolved issues to the appropriate ConnectSuperior escalation points for further review. Escalations will be managed in line with defined Service Level Agreements (SLAs) to ensure timely intervention by higher-level technical teams when required.
- ii. **Real-Time Escalation Notifications:** We will use automated workflows to generate escalation alerts, which will be promptly directed to ConnectSuperior's management or other designated escalation points.

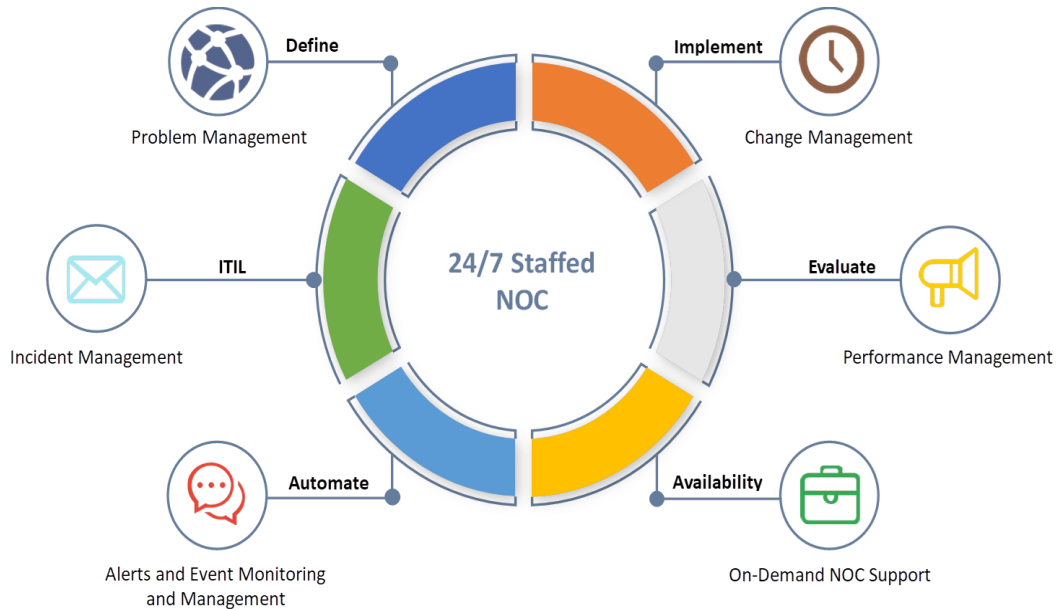
BTree Solutions is committed to offering a comprehensive, proactive, and reliable Service Desk solution that aligns with ConnectSuperior's goals of achieving high uptime, rapid incident resolution, and robust communication. Our service model and approach are designed to deliver seamless support and ensure minimal disruption to end users. With BTree as your partner, ConnectSuperior can be confident in the consistent performance and adaptability of its NOC Service Desk.

Change Management Functions

BTree Solutions understands that effective Change Management is essential for minimizing downtime and ensuring stakeholders are well-informed about service-impacting activities. Below, we outline our proposed approach to deliver on each specified function.

- **Participation in ConnectSuperior Change Management Process**

- i. **Collaborative Process Development:** BTree will actively collaborate with ConnectSuperior to design a streamlined Change Management process. Our approach will focus on identifying optimal maintenance windows and planning scheduled outages to minimize user impact.



- ii. **Risk Assessment and Impact Analysis:** We will conduct comprehensive risk assessments and impact analyses for each change, aligning with ConnectSuperior’s operational priorities to ensure well-informed scheduling of maintenance and service activities.
- iii. **Approval Workflow Integration:** BTree will integrate with ConnectSuperior’s approval processes, ensuring all change activities align with established policies and receive the appropriate sign-offs before execution.

- **Creation and Tracking of Change Control Tickets**

- End-to-End Ticket Lifecycle Management:** BTree will manage the lifecycle of change control tickets, from creation to closure. We will use our Change Management system to document every aspect of change requests from internet service and transport providers.
- Real-Time Tracking and Updates:** Our team will ensure that every change ticket is continuously updated in real-time, with information available to ConnectSuperior's operational management staff, facilitating full visibility into change activities.

- **Targeted Notification of Maintenance Windows and Planned Outages**

- Granular, Role-Based Notification System:** BTree will implement a notification system to communicate planned outages and maintenance windows to affected ConnectSuperior staff and stakeholders. Notifications will be tailored based on the role and impact level, ensuring the right audience receives relevant information.
- Multi-Channel Notifications:** Notifications will be sent through multiple channels (email, SMS, and dashboard alerts), ensuring prompt and reliable communication to all relevant parties.



- **Closure of Change Control Tickets and Notifications**

- Automated Closure and Notifications:** Change control tickets will be promptly closed upon completion of maintenance activities. Automated notifications will be sent to affected parties, confirming the successful implementation of changes and restoring normal service operations.
- Post-Change Documentation:** Upon ticket closure, we will document and record all actions taken during the change process. This documentation will be available for reference in post-change analysis and future improvement initiatives.

- **Status Reporting of Change Management Activities**

- i. **Weekly and Monthly Status Reporting:** BTree will provide regular summaries of Change Management activities, including the number of changes executed, types of changes, success rates, and any issues encountered.
- ii. **Operational Insights:** Our status reports will help ConnectSuperior's management track Change Management activities effectively, highlighting trends and providing insights that can aid in future planning and optimization.

- **Real-Time Change Management Dashboard**

- i. **Accessible Change Management Portal:** BTree will set up a real-time reporting dashboard at connectsuperior.com/change-management. This portal will display live updates on ongoing and scheduled changes, enabling ConnectSuperior's management and staff to track change activities in real time.
- ii. **Customized View for Operational Management:** We will ensure the dashboard is customized to provide specific views for operational management, including the current status of changes, upcoming scheduled activities, and recently completed changes.

Web-Accessible Interface

Our approach leverages advanced IT Service Management (ITSM) frameworks to create an integrated web interface with centralized visibility into critical NOC activities. Below is our proposed design and functionality:

- **Centralized Dashboard for Real-Time Monitoring**

- i. **Single Pane of Glass View:** The interface will offer a consolidated dashboard where ConnectSuperior staff can view live updates on ongoing incidents, active service requests, and scheduled or completed change management activities.
- ii. **Role-Based Access Control (RBAC):** We will implement a secure role-based access control system, ensuring that users see only the information relevant to their role and access level within ConnectSuperior's organizational structure.

- **Current and Historical Data Access for Incident Management**

- i. **Real-Time Incident Overview:** Staff will have access to real-time data on all active incidents, with drill-down capabilities to view detailed incident reports, ticket status, escalation levels, and associated impact.
- ii. **Historical Incident Data:** A dedicated module will allow users to retrieve historical data on past incidents, including root cause analyses (RCAs), resolution timelines, and lessons learned, which can aid in trend analysis and future incident prevention.

- **Comprehensive Service Request Tracking**

- i. **Service Request Management Module:** ConnectSuperior staff will be able to monitor active service requests, review request histories, and track the progress of each request from submission through resolution.
- ii. **Automated Updates and Notifications:** The interface will provide automated notifications on status changes for service requests, enabling staff to stay informed without manually checking updates.

- **Change Management Activity Monitoring**

- i. **Live and Scheduled Changes:** Our platform will display all scheduled changes, maintenance windows, and real-time status updates for ongoing change management activities, ensuring staff have a clear view of service-impacting activities.
- ii. **Change History Access:** Staff can review historical change records, including change types, success/failure rates, and any post-change documentation, supporting ConnectSuperior's compliance and continuous improvement efforts.

- **User-Friendly and Accessible Interface Design**

- i. **Intuitive Navigation:** The interface will feature an intuitive layout that allows staff to seamlessly switch between modules, including Incident Management, Service Requests, and Change Management.
- ii. **Mobile and Desktop Access:** We will ensure the interface is fully responsive and accessible from desktop and mobile devices, giving staff flexibility in monitoring NOC activities.

- **Integration with Operational Reporting Tools**

- i. **Operational Dashboard Integration:** The interface will integrate with operational dashboards, such as those provided on *connectsuperior.com*, offering visual summaries and detailed reports that support ConnectSuperior's internal and external communication needs.
- ii. **Customizable Reporting Views:** Staff can customize dashboard views and reports, focusing on specific metrics or data sets based on operational needs or individual preferences.

- **Secure Data Handling and Compliance**

- i. **Data Privacy and Security:** We will enforce strong data privacy measures and use encryption to secure sensitive data, ensuring compliance with industry standards and safeguarding ConnectSuperior's information.
- ii. **Audit Trails and Accountability:** Each interaction with the web interface will be logged, providing an audit trail for all changes made or viewed within the system. This feature supports accountability and can be used for compliance or auditing purposes.

Enhanced Service Management and SLA Development Framework

BTree Solutions understands that a robust and dynamic approach to Service Level Agreements (SLAs) and Service Management is crucial for the effectiveness of ConnectSuperior's Network Operations Center (NOC). As the NOC service provider, we will present a standard SLA as a baseline, collaboratively refining it with ConnectSuperior to include customized processes, roles, and responsibilities.

This SLA will also serve as a framework for ongoing updates, training, and lifecycle management of SLA documentation. Our service management approach includes implementing a modern, comprehensive mechanism that supports and proactively enhances current processes. BTree Solutions will detail each process—covering incidents, problems, requests, changes, and new service introductions—alongside our strategies for management, continuous improvement, and communication.

Service Level Agreements (SLAs) Best Practices

1. Create separate SLAs for each IT service you need to measure

2. Do not create SLAs that cover all your organization's divisions

3. Align SLAs with the customer's desired outcome

4. Make SLAs measurable

5. Review & adjust SLAs periodically

6. Ensure SLAs account for both usual & unusual exceptions

We understand the importance of mature, well-defined processes and transparent communication plans for each functional area, ensuring that ConnectSuperior's NOC operates with high efficiency and accountability.

Collaboration with ConnectSuperior's Network team will be prioritized, allowing us to align service support objectives, enhance end-user satisfaction, and introduce new features. BTree Solutions will also provide regular reports on incident management, service requests, and change activities, analyzing emerging trends and issues to address them proactively. Our commitment includes conducting timely Root Cause Analyses (RCA) on significant incidents, developing improvement plans, and participating in weekly review sessions focused on process improvements.



To maximize operational synergy, our systems can be integrated with ConnectSuperior's source-of-truth (SOT) for internet service providers, customer equipment, and third-party vendor information. Our systems can accept data from and access the SOT through API capabilities, providing real-time access to crucial information that enhances operational visibility and response agility.

Comprehensive Break/Fix Coordination and Support

BTree Solutions will deliver a dedicated Break/Fix component to support ConnectSuperior's network and compute platforms, ensuring fast, reliable resolution for operational failures and disruptions. Our approach includes deploying trained engineers proficient in troubleshooting and repairing issues within the deployed components and configurations. By actively monitoring ConnectSuperior's network infrastructure, our team will detect operational anomalies and perform immediate restorative actions, promptly communicating each step to ConnectSuperior.

In cases where service restoration falls outside set service levels, BTree Solutions will escalate to ConnectSuperior's on-site staff, ensuring repairs are completed within expectations. Through documentation and training, we aim to empower the NOC team to handle recurring issues independently, fostering an environment of continuous skill enhancement and knowledge retention.

Our Break/Fix support covers real-time alert monitoring, system log analysis, and identifying deviations from expected operations, crucial for early identification of hardware failures or service impairments. We will perform root cause diagnostics, coordinate with vendors as needed, and maintain Service Level Agreement (SLA) compliance for issue identification and ticketing. Engaging remote competent hands and managing Return Merchandise Authorization (RMA) processes, our team will oversee procedures for part replacement, with precise Methods of Procedures (MoPs) to guide the process and ensure successful resolution.

We will coordinate with ConnectSuperior, Nokia, ISPs, and other third-party providers for issues requiring escalation beyond NOC capabilities, ensuring timely involvement and comprehensive problem resolution. Our engineers will liaise with external maintenance providers to resolve physical impairments, circuit failures, or other interruptions.

Finally, BTree Solutions will work closely with ConnectSuperior staff to continually refine break/fix documentation and procedures, supporting process improvements that reduce the likelihood and impact of future failures. Our NOC team will develop robust run books and provide targeted staff training to bolster future incident preparedness and optimize response strategies.

Backoffice Systems for Reliable, Secure Operational Support

BTree Solutions will leverage robust back-office systems to support ConnectSuperior's operational framework by integrating ticketing, monitoring, alerting, SLA tracking, and configuration management to facilitate streamlined break/fix support. Our solution is designed for optimal reliability, ensuring high availability, timely issue resolution, and comprehensive access to Altiplano, which enhances our capability to support ConnectSuperior's infrastructure.

Our approach emphasizes a high-availability setup that maintains continuous 100% operational availability while enforcing strong security standards. BTree Solutions will implement multiple geographically distributed instances, backed by regular backup rotations and documented processes for handling security threats, including Distributed Denial of Service (DDoS) attacks, ransomware, and other prevalent risks.



We are prepared to share detailed business continuity and disaster recovery plans covering both preventive and reactive measures for ConnectSuperior's review. In collaboration with ConnectSuperior, BTree Solutions will conduct regular backup verification tests and participate in annual disaster recovery drills. These exercises will validate the robustness of our processes, ensuring that our team is prepared to execute failover and recovery protocols promptly, minimizing disruptions to ConnectSuperior's operations and reinforcing confidence in our secure, resilient service delivery model.

Comprehensive Security for NOC and ConnectSuperior Operational Environments

BTree Solutions will collaborate closely with ConnectSuperior staff to develop a comprehensive security strategy that safeguards the ConnectSuperior environment and our operational support systems. This security plan will focus on rigorous vulnerability management to ensure swift patching, anomaly detection through tools like CrowdStrike, protection against ransomware, and a fully implemented zero-trust architecture to minimize access risks.

Our systems will operate through a dedicated instance for ConnectSuperior, with strict access controls to protect data integrity and confidentiality. Access will be restricted solely to authorized personnel with a defined relationship to ConnectSuperior, ensuring data security at all levels. We will provide a detailed security and continuity of business plan covering proactive and reactive security measures to sustain operations during potential attacks or emergencies affecting our systems and facilities. This plan will outline clear protocols for addressing DDoS attacks, ransomware, and catastrophic incidents, as well as contingency measures for any access disruptions at data centers.

If any security incident compromises the operational support systems' confidentiality, integrity, or availability, BTree Solutions will immediately notify ConnectSuperior to enable a swift response. Additionally, we will provide ConnectSuperior with direct, real-time access to all security logs and monitoring feeds for any system or device associated with the ConnectSuperior network, ensuring transparency and quick response capabilities.

Our NOC will adhere to ConnectSuperior's security policies, including incident management protocols for suspected or active attacks on the ConnectSuperior network. We will also conduct quarterly security risk assessments in collaboration with ConnectSuperior, examining systems, processes, and personnel for potential vulnerabilities. Findings from these assessments will be reviewed jointly, with recommended improvements developed by both teams, while final decisions on risk mitigation will rest with ConnectSuperior leadership. To support a security-focused culture, all NOC personnel working with ConnectSuperior will participate in ConnectSuperior's quarterly security awareness training sessions and internal NOC training programs, aligning our teams with the highest cybersecurity practices and protocols standards.

Service Level Agreements (SLAs) and Key Metrics for NOC and Break/Fix Support

BTree Solutions will work with ConnectSuperior to establish robust SLAs that ensure reliability and performance in NOC and Break/Fix support. Our proposal includes the following components, addressing ConnectSuperior's specified requirements along with details on our standard SLAs and Service Level Objectives (SLOs):

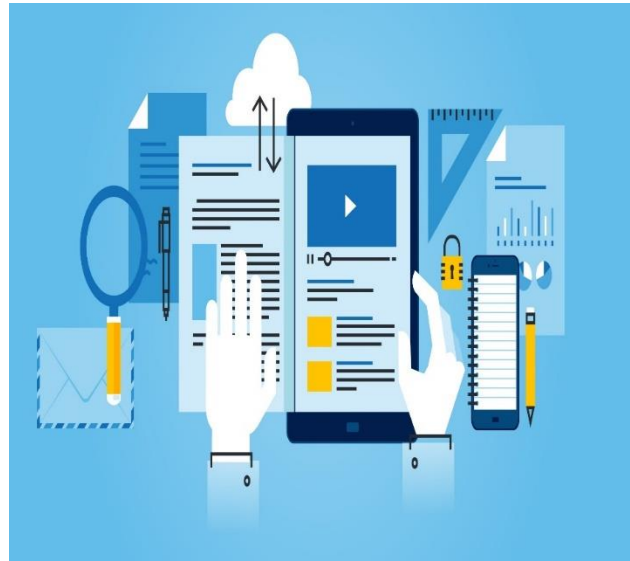
KPIs and Metrics: The SLA will include a comprehensive list of Key Performance Indicators (KPIs), such as Mean Time to Repair (MTTR), Mean Time to Respond (MTTR), and Incident Closure rates, ensuring clear performance expectations for critical support activities.

Service Levels, Rankings, and Priorities: Service disruptions will be categorized by severity, each with specific target response and resolution times. These classifications will define the urgency and prioritization, with detailed response guidelines for each service level.

Service Response: The SLA will detail service descriptions, specific performance targets, and metrics for measuring success, such as Mean Time to Failure (MTTF). Each metric will have a precise measurement method, ensuring transparency and accuracy in assessing performance.

Exceptions and Limitations: This section will outline any exclusions to the SLA conditions, including scope limitations and instances where standard SLAs may not apply.

Responses and Responsibilities: BTree Solutions and ConnectSuperior will have clearly defined roles in the SLA, detailing each party's duties for successful service support, issue escalation, and resolution.



Service Management: Operational support details, including standard hours, on-call schedules, and emergency support protocols, will be documented to ensure consistent availability. We will specify NOC operational hours and on-call support availability to meet ConnectSuperior's requirements.



Quarterly Reviews

BTree Solutions will conduct quarterly reviews with ConnectSuperior to assess and align on recent operational activities, upcoming projects, milestones, and process improvements. These reviews will cover critical areas such as staffing, training needs, and strategic updates, allowing both parties to discuss observed trends, assess ongoing objectives, and implement necessary adjustments for optimized NOC support.

Performance Management

To ensure high service delivery standards, BTree Solutions will establish a performance management structure, including an escalation matrix, and assign an executive sponsor as the liaison to ConnectSuperior's senior management. This approach will facilitate clear escalation pathways, timely responses, and regular performance evaluations while fostering opportunities for continuous improvement and strategic collaboration between both teams.

Onboarding Requirements

As ConnectSuperior deploys its Nokia IP core and subscriber access infrastructure, BTree Solutions will provide a structured onboarding process that aligns with the NOC's standards. This will include setting up necessary systems and tools for monitoring and troubleshooting while ensuring that BTree Solutions' NOC team is fully trained on the specifics of ConnectSuperior's environment and operational needs. This structured approach will support a seamless integration and help expedite the onboarding process so the NOC is fully prepared for real-time support.



4.5 List of Sub-Consultants (Reference Section 6)

Sub-Consultants Listing

Network Operations Center (NOC)

The undersigned agrees to employ the following listed **sub-consultants** for the following enumerated classes of work and not to alter or add to such list without the written consent of the City of Superior, WI. Use separate sheets as necessary.

SUBCONSULTANT

CLASS OF WORK

1) NOT APPLICABLE

NA

Submitted by:

COMPANY:

ADDRESS:

BTREE SOLUTIONS INC.

13800 COPPERMINE RD,

SUITE#399

HERNDON, VA 20171

COMPANY REPRESENTATIVE: RAKESH JAJULA

DIRECTOR OF BUSINESS DEVELOPMENT



4.6 Statement of Acknowledgment and Due Diligence

BTree Solutions, as the proposer, hereby acknowledges that we have conducted our own thorough examination, investigation, and research regarding all aspects of the work to be performed for the City of Superior. We have carefully assessed the work's methods, the conditions affecting its performance, the necessary labor, equipment, and materials, and the scope and quantity of the tasks involved.

Our decision to enter the Service Agreement is based entirely on our investigation and research into these conditions. We fully understand that any estimates, statements, or interpretations provided by City officers or agents may prove inaccurate or erroneous, and we agree to make no claim against the City based on any such information. BTree Solutions is confident in our ability to perform the required work and accepts full responsibility for any risks associated with the conditions identified through our due diligence process.



Addenda Acknowledgement

Network Operations Center (NOC)

I/we further certify that no agreement has been entered into to prevent competition for said work and that I/we carefully examined the site where the work is to take place and the plans, specifications, form of contract, and all other contract documents.

I/we further agree to enter into the contract, as provided in the contract documents, under all the terms, conditions, and requirements of those documents.

BTree Solutions Inc. acknowledges that no addenda was issued;

BTREE SOLUTIONS INC.

Company

A handwritten signature in black ink, appearing to read "Rakesh Jajula", written over a horizontal line.

Representative Signature

RAKESH JAJULA

DIRECTOR OF BUSINESS DEVELOPMENT

City of Superior, Wisconsin
Services for Network Operations Center (NOC)
Technical and Price Proposal- RFP# 24-42-IT
DUNS: 078509300
CAGE: 85CD3



Price Structure (valid for 120 Days from the Day of Submission)

Roles	Yearly Price Structure	Minimum Year of Experience
Customer Service Representative	\$90,000 - \$100,000	4 Years to 6 Years
NOC Technician	\$140,000 - \$160,000	6 Years to 8 Years
NOC Engineers	\$140,000 - \$160,000	6 Years to 8 Years
Shift Leads	\$150,000 - \$180,000	8 Years to 10 Years
Change Manager	\$180,000 - \$200,000	10+ Years of Experience
NOC Manager	\$180,000 - \$200,000	10+ Years of Experience
Incident Manager	\$180,000 - \$200,000	10+ Years of Experience

